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Desktop and Laptop Standard Configurations

Desktops		
Components	**Low End-User**	**High End-User**
Chassis Style	Small Form Factor	Minitower
Chip	Intel Pentium D or AMD equiv.	Intel Pentium D or AMD equiv.
Processor/Clock Speed	915/2.80GHz (P4 3.2GHz equiv.)	945/3.4GHz (P4 3.4GHz equiv.)
Memory	1GB	2GB
Hard Drive	80GB	160GB
Optical Drive	DVD+/-RW with software	DVD+/-RW with software
Operating System	MS Win XP Pro	MS Win XP Pro
Network Card / Sound	Integrated	Integrated
Video/Graphics	Integrated	128MB
Speakers	Internal	Internal
Floppy Drive	No	No
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
Warranty	4 yr NBD	4 yr NBD
Annual Fee 3 year term**	**$286.50***	**$367.79***

Notebooks		
Components	**14" Notebook**	**15" Notebook**
Chip	Intel CoreDuo or AMD equiv.	Intel CoreDuo or AMD equiv.
Processor/Clock Speed	T 2300 1.66 (P M 1.86 equiv.)	T 2400 1.83 (P M 2.0 equiv.)
LCD Resolution	WXGA	WXGA
Memory	1GB	1GB
Hard Drive	60GB	60GB
Optical Drive	DVD+-RW with software	DVD+-RW with software
Operating System	Win XP Pro	Win XP Pro
Modem	Internal 56k	Internal 56k
Network Card	Integrated	Integrated
Sound / Graphics	Integrated	Integrated
Floppy Drive	No	No
AC Adapter / Battery	Yes	Yes
Wi-Fi (802.11) miniPCi card	Integrated 802.11b/g	Integrated 802.11b/g
Warranty	4 yr NBD	4 yr NBD
Annual Fee 3 year term**	**$548.22***	**$568.96***

**Other terms available.
*Services included in proposed Pricing include Asset Tracking, Break/Fix and various UnWind at End of Engagement Services.

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Asset Tracking includes maintaining a database that identifies the equipment by manufacturer, brand/model number, serial number/license number, physical location, user, maintenance history, and Agreement terms.

Break/Fix includes all the terms of the standard manufacturer warranty as required by the DIR specifications. This would include troubleshooting and onsite repair. It also includes the use of the Vintage Help Desk to log and track those Break/Fix services and interface in behalf of the client for purposes of satisfying the manufacturer's warranty. The customer does have the option to upgrade the base Break/Fix to a higher (faster) response time at an additional cost.

Unwind/End of Engagement services included at no additional charge are picking up the equipment from a central location at each site, prepping for shipment, and shipping.

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OPTIONAL SERVICES

Service Category and Service Levels	Descriptions	Pricing
Help Desk Services		
Bronze	Hardware Help Desk for any Vintage supplied equipment and for any customer supplied equipment under maintenance.8:00am-5:00pm, M-F, NBD Response, Hardware Break/Fix Only, Manuf. Terms, SLA see Attachment 6D.	No additional charge.
Silver	Includes all hardware covered by the Bronze Help Desk services plus hardware/software listed in Attachments 6F & 6G. 8:000am-5:00pm, M-F, SLA see Attachment 6E..	$20/seat/month
Gold	Silver Help Desk with 7 x 24 Coverage	$28/seat/month ($8/seat additional)

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On-Site Support and Moves/Adds/Changes (MACS) Services	Descriptions	Pricing
Unlimited Onsite Support	Unlimited Onsite Support for items listed in Attachments 6F and 6G. Requires Silver or Gold Help Desk and Remote Support Services. SLA corresponds to SLA with Silver or Gold Help Desk.	$15/seat/month
Projects for MAC section		
Physical relocation of equipment	See installation and de-installation.	
Equipment upgrades/modifications	Falls under Provisioning of Equipment with installation charges added into purchase price.	
Installation		$95/instance
De-installation		$75/instance
De-installation with installation		$95/instance
Packing/unpacking of equipment	See installation and de-installation.	
Swaps/replacement of equipment	See installation and de-installation.	
Time & Material for MAC section		
Any onsite service not specifically covered by Customer's Supplemental Agreement		T & M, $75 to $175/hr
Vendor staff residing onsite		T & M, $75 to $175/hr
	8am - 5pm, M - F, Holidays Excluded	$95/hour
	5:01pm - 9pm, M - F, Holidays Excluded	$135/hour
	All other times	$175/hour
Prepaid Block Hours	purchase of a minimum of 100 required Block hours can be utilized as below	$75/hour
	8am - 9pm, M-F, Holidays Excluded	1 block hour per hour worked
	All other times	1.5 block hours per hour worked

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Remote Support Services	Descriptions	Pricing
Remote Support Services	"Take over" control from a central location. Includes all hardware and software covered by Silver or Gold Help Desk services plus hardware and software listed in Attachments 6F and 6G. See SLA in Attachment 6E. This option requires the purchase of Silver or Gold Help Desk Services and has the same SLA as the purchased Help Desk services	$15/seat/month

Network Management Services	Descriptions	Pricing
		Monthly Charges
Bronze	Monitoring	$49/server, $29/firewall, $19/managed switch, $10/desktop
Silver	Remote Network Support Services	$410/server, $19/firewall, $9/managed switch
Platinum	Unlimited Onsite Network Support	$180/server, $9/firewall, $5/managed switch

Software Services	Descriptions	Pricing
Projects for Software section		
Image Creation		$1,600 per image
Imaging		$15 per system
Image Distribution	with Remote Support Services	$15 per system
Image Distribution	without Remote Support Services	$95 per system
Desktop Patch Management		Included with Remote Support
Server Installation	MS Server Installation	$1,520 plus $190 per CAL
Server Installation	Exchange Installation	$760 plus $95 per CAL
Server Installation	Other Titles	to be quoted individually
Server Patch Management		Included with Remote Network Support

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Asset Tracking Services	Descriptions	Pricing
Included	Included	Included for any Vintage supplied equipment. Included for customer supplied equipment under maintenance.

Security Services	Descriptions	Pricing
Vintage will take full responsibility for Network Security	Requires Desktops and Network Equipment and Servers to be covered by Monitoring, Remote Support Services and Unlimited Onsite Support Services.	No additional charge

Training Projects	Descriptions	Pricing
Training with Installation	Walk thru new system basics with new user	$25 per seat
Training with Help Desk Services	Classroom for maximizing use of Help Desk.	$150 per class

Standard and Ad Hoc Reporting and Documentation	Descriptions	Pricing
Reporting	The ability to report and measure the services acquired	Included with the Services

Unwind/ End of Engagement Services	Descriptions	Pricing
DOD Wipes of Hard Drives		$95 per DOD wipe
Remove Hard Drives for customer		$95 per instance
De-installation of equipment		$75 per instance
Planning to unwind services		included
Pickup and shipment services	included for Vintage supplied equipment	no additional charge

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Break-Fix/Maintenance Services - Vendor Owned Equipment	Descriptions	Pricing
Basic	SLA Attachment 6D plus Best Effort return to service	no additional charge
Bronze	SLA Attachment 6E plus 3 day return to service guarantee.	4% Surcharge on additional purchase price
Silver	SLA Attachment 6E plus 1 day return to service guarantee.	7% Surcharge on additional purchase price
Platinum	SLA Attachment 6E plus critical network return to service guarantee.	10% Surcharge on additional purchase price

Break-Fix/Maintenance Services - Customer Owned Equipment	Descriptions	Pricing
Basic	SLA Attachment 6D plus Best Effort return to service	See Attachment 6J
Bronze	SLA Attachment 6E plus 3 day return to service guarantee.	15% Surcharge on Attachment 6J
Silver	SLA Attachment 6E plus 1 day return to service guarantee.	22% Surcharge on Attachment 6J
Platinum	SLA Attachment 6E plus critical network return to service guarantee.	32% Surcharge on Attachment 6J

Additional Services	Descriptions	Pricing
	Vintage believes we have provided a complete solution within DIR's requested categories. Key to a complete solution is defining all covered hardware and software. Undefined services can be acquired on a time and materials basis.	

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Attachment 6D

Trouble	Priority	Response Time Core Services	Standard Escalation Threshold	Standard Resolution Time	UPGRADE OPTIONS		
					Resolution Time 3 Day Upgrade for Return to Service	Resolution Time 1 Day Upgrade for Return to Service	Resolution Time Critical Networks
Any Hardware Break/Fix Issue covered by Vintage supplied equipment or Extended Service Plan	N/A	Next Business Day	5 Business Days	Best Effort	Within 3 Service Days	Within 1 Service Day	Within 4 Service Hours

Attachment 6E

Trouble	Priority	Response Time	Escalation Threshold (After Initial Response)	Standard Coverage	Standard Resolution time	Gold Only Full Coverage	UPGRADE OPTIONS Resolution Time 3 Day Upgrade for Return to Service	Resolution Time 1 Day Upgrade for Return to Service	Resolution Time Critical Networks
Service not available (all users and functions unavailable or critical user affected)	1	Within 1 Service Hour	2 Service Hours	8:00am-5:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	Within 4 Service Hours
Significant degradation of service (large number of users or business critical functions or criticial user affected)	2	Within 2 Service Hours	4 Service Hours	8:00am-5:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	Within 8 Service Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 4 Service Hours	2 Service Days (goes to 4 Service Hours if covered by 1 Day Upgrade)	8:00am-5:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	N/A
Small service degradation (business process can continue, one user affected).	4	Within 8 Service Hours	2 Service Days (goes to 4 Service Hours if covered by 1 Day Upgrade)	8:00am-5:00pm Mon-Fri Excluding Holidays	ASAP – Best Effort	7 x 24	Within 3 Service Days	Within 1 Service Day	N/A

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Attachment 6F

The following software* is included within the Scope of Work
for Silver and Gold Help Desk Services:

Publisher	Title/Version	Publisher	Title/Version
Microsoft	Windows Vista	Adobe	Acrobat
Microsoft	Windows XP PRO	Corel	Draw
Microsoft	Windows 2000	Corel	Wordperfect
Microsoft	Access	IBM	Lotus Notes Client
Microsoft	Excel	IBM	Lotus Smartsuite
Microsoft	FrontPage	McAfee	Virus Scan
Microsoft	MapPoint	Symantec	Norton Antivirus
Microsoft	Outlook	Symantec	pcAnywhere
Microsoft	Powerpoint	Symantec	WinFax Pro
Microsoft	Publisher	Winzip	Winzip
Microsoft	Visio		
Microsoft	Word		
Microsoft	Works		
One Custom Application	Level 1 Support Only		

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Attachment 6G

In addition to any hardware covered by the Bronze Help Desk,(Vintage supplied equipment
and Customer supplied equipment under a Vintage maintenance
agreement)

The following hardware* is included within the Scope of Work for

Silver and Gold Help Desk Services:

Manufacturer	Type	Manufacturer	Type
IBM	Desktops	IBM	Laptops
Lenovo	Desktops	Lenovo	Laptops
Dell	Desktops	Dell	Laptops
HP	Desktops	HP	Laptops
HP	Printers	Epson	Printers
Gateway	Desktops	Gateway	Laptops
Xerox	Printers	Lexmark	Printers
Palm	Handheld	Toshiba	Laptops
Blackberry	Handheld		

This is not meant to be an exhaustive list.
Customer should review supported hardware with Vintage.
We will support any computer based on Intel or AMD processors that is running a supported
Microsoft Operating System.

*This list is subject to
change.

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Attachment 6J

This is the price to add Customer owned equipment to break/fix coverage including Bronze Help Desk services for one year.

All equipment is subject to Vintage's inspection and acceptance.

If inspection is required by Vintage, costs of inspections are negotiable.

Equipment Type	Description	Maintenance Price
Laptop	Original Purchase Price < $2,000	$ 247.00
Laptop	Original Purchase Price $2,001 - $3,000	$ 280.00
Laptop	Original Purchase Price $3,001 - $4,000	$ 358.00
Laptop	Original Purchase Price $4,001 - $5,000	$ 395.00
Desktop	Original Purchase Price < $1,000	$ 175.00
Desktop	Original Purchase Price $1,001 - $2,000	$ 222.00
Desktop	Original Purchase Price $2,001 - $3,000	$ 250.00
Desktop	Original Purchase Price $3,001 - $4,000	$ 317.00
Desktop	Original Purchase Price $4,001 - $5,000	$ 352.00
Server	Original Purchase Price < $2,000	$ 295.00
Server	Original Purchase Price $2,001 - $4,000	$ 321.00
Server	Original Purchase Price $4,001 - $6,000	$ 464.00
Server	Original Purchase Price $6,001 - $8,000	$ 677.00
Server	Original Purchase Price $8,001 - $10,000	$ 998.00
Server	Original Purchase Price $10,001 - $15,000	$ 1,651.00
Server	Original Purchase Price $15,001 - $20,000	$ 2,238.00
Server	Original Purchase Price $20,001 - $25,000	$ 2,852.00
Server	Original Purchase Price $25,001 - $30,000	$ 3,489.00
Server	Original Purchase Price $30,001 - $35,000	$ 4,152.00
Server	Original Purchase Price $35,001 - $40,000	$ 4,840.00
Server	Original Purchase Price $40,001 - $45,000	$ 5,553.00
Server	Original Purchase Price $45,001 - $50,000	$ 6,290.00

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Equipment Type	Description	Maintenance Price
Peripherals	Original Purchase Price < $250	$ 75.00
Peripherals	Original Purchase Price $251 - $500	$ 104.00
Peripherals	Original Purchase Price $501 - $1,000	$ 148.00
Peripherals	Original Purchase Price $1,001 - $1,500	$ 192.00
Peripherals	Original Purchase Price $1,501 - $2,000	$ 238.00
Peripherals	Original Purchase Price $2,001 - $2,500	$ 269.00
Peripherals	Original Purchase Price $2,501 - $3,000	$ 300.00
Peripherals	Original Purchase Price $3,001 - $3,500	$ 322.00
Peripherals	Original Purchase Price $3,501 - $4,000	$ 345.00
Peripherals	Original Purchase Price $4,001 - $4,500	$ 366.00
Peripherals	Original Purchase Price $4,501 - $5,000	$ 390.00
Peripherals	Original Purchase Price $5,001 - $6,000	$ 542.00
Peripherals	Original Purchase Price $6,001 - $7,000	$ 633.00
Peripherals	Original Purchase Price $7,001 - $8,000	$ 722.00
Peripherals	Original Purchase Price $8,001 - $9,000	$ 814.00
Peripherals	Original Purchase Price $9,001 - $10,000	$ 905.00
Peripherals	Original Purchase Price $10,001 - $12,500	$1,062.00
Peripherals	Original Purchase Price $12,501 - $15,000	$1,288.00